

ACCESS IDAHO STEERING COMMITTEE

Access Idaho's General Manager's Report

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IN SUMMARY

July and August brought about multiple releases from our development team. License renewals, tax payments, record searches and permitting all went live this summer. One of these releases (IFTA) is so unique it's slated to be nominated for the Best of the Web competition next year. Creatively the portal used the summer to finish up two small projects and start redesigning three complex and robust agency sites. Marketing worked to promote the new services through direct mail, subscriber news and national award competitions.

MARKETING

The Portal submitted multiple award nominations for state and national recognition in the month of July. On the state level Access Idaho submitted an award application to ITRMC for web site accessibility. ITRMC will announce the award winners at their digital boot camp this October.

On the national level we submitted two nominations to the Center for Digital Government's Best of the Web contest. The first nomination was submitted for the Idaho State Tax Commission's 40EZ tax filing and the second was for the Portal itself. Winners of this competition will be announced in September.

Another nomination for the Attorney General's No Call List was submitted to the National Association of State Chief Information Officers of the States (NASCIO) through the Department of Administration. These awards honor outstanding achievements in the field of information technology. Emphasis will be placed on recognizing those information technology initiatives which best assist government officials in innovatively executing their duties and providing cost-effective service to citizens. Results of these nominations will be published in September.

The final award nomination the Portal submitted for was the National Association of State Chief Administrators (NASCA). This organization recognizes innovative state agencies, organizations or individuals that have demonstrated outstanding leadership skills in innovation, originality, effectiveness, and applicability. Access Idaho submitted its Portal services concept to the competition and winners will be announced at the NASCA Annual Conference, September 28.

Marketing worked with the Tax Commission to develop promotional inserts and flyers in support of the International Fuel Tax Agreement (IFTA) application. The inserts will be distributed in mailers to commercial carriers and their filing agents.

The Portal conducted two direct mail campaigns in July and August. The July campaign went to support the Idaho Department of Transportation's (ITD) over legal permit application. Over 500 letters went to the top users of over legal permits. Motor Vehicle

Record searches were the August campaign. Over 450 car dealers, towing companies, record search companies, insurance agents and banks were sent notices of the new service. The promotion was sent on ITD stationary and explains the ease of going online and billing services offered by Access Idaho.

The Department of Insurance lacks a Public Information Officer and needed assistance in writing and distributing a press announcement of their new license renewal application. Marketing drafted and distributed the release to local and national medial outlets for the agency. The release was picked up by national insurance journals since the application allows non-resident agents to renew their license online.

Finally, the second edition of the Access Idaho newsletter to subscribers was distributed with the August invoices. The newsletter is a quarterly publication that highlights important changes in Idaho's e-government offerings while providing the users with customer service tips and answers to Frequently Asked Questions (FAQs) on using subscription services. The goal is to improve communications with our subscriber base and increase customer satisfaction of the Portal's products and services.

D E V E L O P M E N T

The Idaho State Tax Commission worked closely with the Portal to develop the nations first IFTA application that calculates and reports fuel tax fees. Motor carriers traveling through the state will be able to pay and report their fuel taxes online through this application. Requirements were finished in June with testing scheduled for July. This application went live to the public in the last week of July and will be the first of its kind in to be launched in the U.S. October will be the next round of usage.

The Motor Vehicle titles, liens and registration search for ITD went live in August. This application will be a subscriber only application due to security concerns.

An application for the renewal of ITD's hazardous materials permits through went into beta in August. The goal is to have the application live by October 1st.

ITD started requirements for online uploads of SR22/26 insurance forms. Insurance companies are required to file an SR22 to track high risk or problem drivers who have been convicted of serious moving violations. The forms remove or prove the driver has insurance. The delivery date of the upload application is anticipated for late 4th quarter.

Department of Corrections has restarted beta testing their online offender database built by the portal. Citizens can search for the status of an offender by name or inmate number. Corrections asked for additional time to build a new internal server for the application.

The Department of Insurance license renewal application and the Department of Finance's billing system were both accepted and put into production for a July.

The Real Estate Commission's upgrade program went into Beta. When completed in September the agency will have an online services area for agents and brokers to manage

their personal and business files. Some of the highlights include Continuing Education credit uploads, expired licenses renewals, address changes and license printing.

CREATIVE SERVICES

The Department of Commerce's templates were delivered and their staff trained on maintaining the new site. The agency launched their new site in July.

The State Board of Education and Board of Veterinary Medicine sites are in final review and will be turned over to the two agencies in September for launching.

Work began on a full redesign of the Department of Water Resources, which will be closely followed by the Division of Building Safety. The Department of Environmental Quality will be supplied with templates after the completion of the other two redesigns.

COMPLETED

Application	Agency	Application Description	Status	Completion Date
Batch Drivers Records	Idaho Transportation Department	This project will allow Batch customers identified as eligible through the Idaho Transportation Department to request MVR information through an electronic Batch process. This is a premium service	Launched.	3rd Quarter 2000
Calendar System	Statewide Application	The state calendar system allows agencies to post events to the state home page while also making this information available on their agency website. State agencies can access an easy-to-use web interface to post events and legal notices to citizens and businesses seeking this information.	We will train and develop Agency side calendars for those interested in using the system.	1st Quarter 2000
Re-design Idaho's Home page	Statewide Application	The Access Idaho home page has been completed and is ready to go live. The design and functionality is citizen based for ease of use. The site can be accessed at the following URL: www.accessidaho.org . On May 3, the page will become the State's official home page and will also be located at www.state.id.us	The PR roll out was May 3, 2000, 1:00 p.m., J.R. Williams Building West Conference Room.	2nd Quarter 2000 (on-going)

How Do I? System	Statewide Application	The state How Do I? system allows agencies to post frequently asked questions to the state home page while also making this available on their agency website. State agencies can access and easy-to-use web interface to post their commonly received questions. As the Portal matures, this system will become a vital search engine for businesses and citizens	We will train and develop Agency side How Do I? for those interested in using the system.	1st Quarter 2000
First Lady's Website	First Lady	The First Lady wants a web site that is "kid friendly." We have been asked to build the site template. The site will have links to the First Lady's special projects, her bio, etc.	Launched.	3rd quarter 2000
Idaho Electronic Campus	Board of Education	A Portal for Idaho's state universities and colleges. The site will include a searchable database of all courses offered by the public institutions of higher learning.	Launched.	3rd quarter 2000
Tobacco Retail Permits	Department of Health and Welfare	Idaho Tobacco retailers are required to have a permit in order to sell tobacco products. The Department wants to allow Retailers to initially apply and renew permits online. There is no fee for this service.	Launched.	3rd Quarter 2000
Business Entity Search with choice of 2 Certificates of Existence	Secretary of State's Office	This application will allow citizens and businesses to do an on-line search on businesses in Idaho at no charge. If the person or business would like to have a certificate of existence for their records, they will have two choices: 1) an online certificate or, 2) certificate with an original signature that can also be ordered online, then mailed. There will be a couple of ways to pay for the certificates; if they are a subscriber, they will be billed monthly, or they can pay immediately by credit card.	Launched.	4th Quarter 2000

Credit Card Functionality	Statewide Application	The credit card functionality being developed will allow applications that require secure authentication and authorization of credit card payments to easily connect. The application will handle the processing of credit card payments and can connect to an agency account, a Portal account, or a centralized processing account. The credit card functionality requires an agency and Access Idaho identify the most appropriate account to deposit transaction proceeds and establish linkage of this account to the with First Security Bank and the State Treasurer's Office. Any agency wanting to accept credit cards for payment on the Internet will be able to use this functionality.	Launched.	4th Quarter 2000
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Real Estate Agent license renewals	Real Estate Commission	The application will allow real estate agents to renew their licenses online.	Launched.	4th Quarter 2000
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Admin. Dept. Web site	Department of Administration	Assisting the Department in its Web site redesign.	Launched.	4th Quarter 2000
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Board of Medicine Web site	Idaho Board of Medicine	The Board wants Access Idaho to build a Web site and eventually add license renewals and licensee searches.	Launched.	4th Quarter 2000
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ITRMC Web site	Information Technology Resource Management Council	Web site with information on Idaho's technology agencies/resources.	Launched.	4th Quarter 2000
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"No Call" telemarketer database	Attorney General	A list of citizens who do not want to be called by telemarketers. The telemarketers are required to purchase the list every quarter. The application would allow the citizens to register and pay. The telemarketers would be able to purchase the list online.	Launched.	1st Quarter 2001
Uniform Commercial Code Search	Secretary of State's Office	This project would make available UCC search capability by providing access to an existing database of UCC information and explore the possibility of making images available as well.	Launched 1/8/2001	1st Quarter 2001
Lt. Governor's Web Site	Lt. Governor	We were asked to build a template, and the Lt. Governor's Office will be responsible for importing content.	Launched.	1st Quarter 2001
Governor's Web Site	Governor	A redesign of the current site. We have been asked to build the template, and the Governor's Office will be responsible for importing content.	Launched.	1st Quarter 2001
The State Department of Education Web site templates.	State Department of Education.	The State Department of Education requested templates be developed for updating their Web site.	Launched.	1st Quarter 2001
Interactive Drivers Record Search	Idaho Transportation Department	This project will allow users identified as eligible through the Idaho Transportation Department to request DLR information through the Portal in real time.	Launched March 2001.	1st Quarter 2001
Idaho Stare Bar Corporate Section web site	Idaho Stare Bar	The Idaho Stare Bar Corporate Section wanted to a Web site for its Corporate Law Section.	Launched April 20, 2001.	2nd Quarter 2001

Governor's Trade Mission	Governor	The Governor's office requested Access Idaho to provide a template for his Trade Missions to Asia and Mexico.	Launched 5/12/01.	2nd st Quarter 2001
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Idaho Disability Determinations Service (IDDS) Web site	Idaho Disability Determinations Service	The DDS administers Social Security Disability benefits for the Social Security Administration. They want a Web site to assist their clients and perhaps eventually reduce phone calls through some interactive applications.	The DDS site has been turned over to the agency for launch.	2 nd Quarter 2001
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Board of Pharmacy Web site	Board of Pharmacy	The Pharmacy Board (BOP) wants to start with a Web site and eventually offer some interactive services.	Launched.	2 nd Quarter 2001
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Idaho Division of Building Safety license look up.	Division of Building Safety	The Division of Building Safety is interested in multiple applications. The first is a database look up application, followed by license renewals for Electrical, Plumbing, Public Works, Safety, and Building.	Launched.	2 nd Quarter 2001
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Idaho Division of Building Safety Electrical License renewal.	Bureau of Electrical Safety	The application will allow Journeyman, Contractors and Apprentices to renew their licenses online with the Bureau.	Launched.	2 nd Quarter 2001
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Idaho Highway and Technical Assistance Council Web site.	Idaho Highway and Technical Assistance Council.	The Idaho Highway and Technical Assistance Council is interested in developing the potential of publishing their technical documents online and to increase the amount of resource materials available to their audience.	Launched.	3 rd Quarter 2001
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Idaho Department of Labor Web site templates.	Idaho Department of Labor .	The Idaho Department of Labor requested templates be developed for updating their Web site.	Access Idaho has turned over the templates to the agency.	3 rd Quarter 2001
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Idaho State Police Web site.	Idaho State Patrol	The ISP updated their site. A major goal for the site is to make it a recruitment tool.	Launched.	3rd Quarter 2001
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Unemployment Insurance payment	Department of Labor	The application would allow Idaho employers to pay unemployment insurance premiums online.	Live. First transaction completed on 11/7/01	4 th Quarter 2001
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Electronic Check Functionality	Statewide Application	The electronic check functionality being developed will allow applications that require secure authentication and authorization of electronic check payments to easily connect. Any agency wanting to accept electronic check for payment on the Internet will be able to use this functionality.	Launched on 11/7/01 on Department of Labor's Unemployment Insurance application.	4 th Quarter 2001
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Idaho State Bar Web site templates.	Idaho State Bar.	The Idaho State Bar requested templates be developed for updating their Web site.	Templates completed and turned over to the ISB for implementation.	3 rd Quarter 2001
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Idaho Division of Building Safety Plumbing License renewal.	Bureau of Plumbing Safety	The Division of Building Safety is interested Plumbing Journeymen Contractors and Apprentices renewing their licenses online.	Launched 11/19/2001	4 th Quarter 2001
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Tax Payment Portal.	Idaho State Tax Commission	The application will The Idaho State Tax Commission received funds by credit card or electronic check.	Launched 12/7/2001	4 th Quarter 2001
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Online filing and payment of Idaho 40EZ form.	Idaho State Tax Commission	The application will allow users of the Idaho for m 40EZ to file and pay online.	Launched 1/7/2002.	1 st Quarter 2002
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Interactive Drivers Record Search	Idaho Transportation Department	This project will allow subscribers to request DLR information through the Portal in real time.	Launched.	1 st Quarter 2002
2 nd Re-design Idaho's Home page	Statewide Application	The Access Idaho home page has been completed. The design and functionality is citizen based for ease of use.	Launched 1/7/2002.	1 st Quarter 2002 (on-going)
ITD Trip Permits.	Idaho Transportation Department	The application will allow commercial transporters to purchase trip permits online as an instant customer or through subscriber vendors.	Launched 4/22/2002.	1 st Qtr 2002.
Idaho South Central District Health Web site	Idaho South Central District Health	The Idaho South Central District Health goal is to add depth and resource material to their current site. Their target audience is women, children and public health issues.	Launched April 1, 2002.	April 2002
Over legal permits.	Idaho Transportation Department	The application will allow commercial transporters to purchase trip permits online as an instant customer or through subscriber vendors.	Launched 4/22/2002.	1 st Qtr 2002.
Idaho Rangeland Committee Web site	Idaho Rangeland Committee	The Idaho Rangeland Committee's goal is to add depth and resource material to their current site. Their target audience is students and educators.	Launched.	May 2002
Interactive Drivers Record Search - Personal	Idaho Transportation Department	This project will allow user to request their personal DLR information through the Portal in real time.	Launched.	May 2002
DLR Exempt	Idaho Transportation Department	This project will allow law enforcement and government agencies to DLR information through the Portal in real time	Launched	May 2002

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Department of Commerce web site	Department of Commerce	The application will allow insurance agents to renew their licenses online.	Launched.	July 2002
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Idaho Department or Finance payment gateway.	Idaho Department or Finance	The Idaho Department or Finance has created a license renewal application and has requested help administering the payment process.	Launched.	July 2002
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Insurance agent license renewal	Idaho State Department of Insurance	The application will allow insurance agents to renew their licenses online.	Launched.	July 2002
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IFTA payments and filings.	Idaho State Tax Commission	(IFTA). Motor carriers traveling through the state will pay and report their fuel taxes will use the application .	Launched.	July 2002
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Liens & Titles search.	Idaho Transportation Department	The application will allow for a searchable database of vehicle title and liens.	Launched.	August 2002
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IN DEVELOPMENT

Application	Agency	Application Description	Status	Completion Date
SR22/26 Insurance file upload.	Idaho Transportation Department	The application will allow for insurance companies to activate or stop coverage for high risk drivers by uploading data to ITD system.	Requirements started.	4 th Quarter 2002
Unemployment Insurance payment – Application Updates	Department of Labor	The application would allow Idaho employers to pay unemployment insurance premiums online.	Development. Beta testing Late September. Live October 2002	4 th Quarter 2002
Update to Idaho 40EZ form.	Idaho State Tax Commission	The application will allow users of the Idaho for m 40EZ to file and pay online.	Requirements in October.	4 th Quarter 2002

Department of Environmental Quality Web site	Department of Environmental Quality	The Department of Environmental Quality goal is to improve navigation and usability and if possible add depth and resource material to their current site.	Comps have been delivered and DEQ is reviewing them.	2002
Department of Corrections Searchable database.	Department of Corrections	The application will allow citizens to search for parolees based upon the Department of Corrections records.	In Beta.	2002 3rd Qtr
Hazardous materials permits	Idaho Transportation Department	Renewal of motor carrier Hazardous materials permits.	In Beta.	4rd Quarter 2002
Idaho Real Estate Commission application upgrades.	Idaho Real Estate Commission	The Real Estate Commission goal is to automate more services such as address updates and license printing.	Access Idaho has had initial requirements	2002 3rd Qtr.
Board of Vet Medicine web site	Idaho State Department of Insurance	The goal is to improve navigation and usability and if possible add depth and resource material to their current site. .	In final review.	3rd Quarter 2002
Division of Building Safety Web site.	Division of Building Safety	The Division of Building Safety's goal is to improve navigation and usability and add depth and resource material to their current site.	In content review and development.	4 th Qtr. 2002
State Board of Education Web site	State Board of Education	The goal is to improve navigation and usability and if possible add depth and resource material to their current site.	In final review.	3rd Quarter 2002
Occupational Licenses	Bureau of Occupational Licenses	The Bureau currently manages 18 different occupational licenses and would like to make these available on line. Licensees will have the ability to purchase/renew on line with the use of a credit card. We are also exploring the ability to create a search for citizens to verify a specific person in a specific occupation is licensed.	In design phase with beta set for October.	November 1, 2002

IN PLANNING AND CONSIDERATION

Application	Agency	Application Description	Status	Completion Date
Idaho Division of Building Safety Electrical forms	Bureau of Electrical Safety	The application will allow Journeyman, Contractors and Apprentices to fill out online forms and pay for a new license.	Access Idaho is scheduling requirements meetings with the bureau.	2 nd Qtr 2002.
Medical Board License Renewals	Idaho State Board of Medicine	The application will allow all licensees under the Board of Medicine to renew their license online.	Initial requirements meeting scheduled.	December 2002
License Renewals	Board of Accountancy	The application will allow all licensees under the Board to renew their license online.	Initial requirements meeting scheduled. Requirements occur in November.	2002
License Renewals	Outfitters and Guides	The application will allow all licensees under the Board to renew their license online.	Initial requirements meeting scheduled. Requirements occur in February.	2003
License Renewals	Board of Nursing	The application will allow all licensees under the Board to renew their license online.	Initial requirements meeting scheduled. Requirements occur in November.	2002
Payment portal for CE and conference registration.	Idaho State Bar	The application will allow members to find and pay for classes and conferences online.	Started pre requirements.	1st Quarter 2002



SERVICE AGREEMENTS

- ❖ Secretary of State's Office – Business Entity Search – Service Level Agreement signed
- ❖ Governor's Office -- First Lady's Web Site Template – Letter of Agreement signed
- ❖ Idaho Transportation Department – Batch/Interactive Drivers Records – Service Level Agreement signed
- ❖ Board of Education – Idaho Electronic Campus – Service Level Agreement signed and approved
- ❖ Department of Health and Welfare – Tobacco Permits – Service Level agreement signed and approved
- ❖ Idaho Real Estate Commission – Real Estate Agent License Renewal – Service Level Agreement signed and approved
- ❖ Department of Administration – Web site – Service Level Agreement signed and approved
- ❖ Board of Medicine – Web site – Service Level Agreement signed and approved
- ❖ ITRMC – Web site – Service Level Agreement signed and approved
- ❖ Attorney General's Office – No Contact List – Service Level Agreement signed and approved
- ❖ Governor's Office – Governor Kempthorne's Web Site Template – Letter of Agreement signed
- ❖ Secretary of State's Office – Certificates of Existence – Schedule A Addendum of Master Service Level Agreement signed
- ❖ Secretary of State's Office – UCC/Lien Search – Schedule B Addendum of Master Service Level Agreement signed and approved
- ❖ Idaho State Bar – Corporate Section web site – Schedule A Addendum of Master Service Level Agreement signed and approved
- ❖ Lt. Governor's Office – Lt. Governor Riggs' Web Site Template – Letter of Agreement signed and approved
- ❖ Idaho State Department of Education – Web Site Template – Service Level Agreement signed and approved
- ❖ Department of Labor's Unemployment Insurance Payments – Schedule A Addendum of Master Service Level Agreement signed and approved
- ❖ Board of Pharmacy - Schedule A Addendum of Master Service Level Agreement signed and approved Idaho
- ❖ Disability and Determination Service - Schedule A Addendum of Master Service Level Agreement signed and approved
- ❖ Division of Public Safety -- Schedule A Addendum of Master Service Level Agreement signed and approved

- ❖ Division of Public Safety -- Schedule B Addendum of Master Service Level Agreement signed and approved
- ❖ Local Highway Technical Assistance Council -- Schedule A Addendum of Master Service Level Agreement signed and approved
- ❖ Idaho State Police -- Schedule A Addendum of Master Service Level Agreement signed and approved
- ❖ Idaho Real Estate Commission -- Amendment to Schedule A Addendum for adjustment to new license fee structure. Signed and approved
- ❖ Idaho Department of Labor – Schedule B Addendum of Master Service Level Agreement for Web Site Template signed and approved
- ❖ Idaho State Bar – Schedule B Addendum of Master Service Level Agreement for Web Site Template signed and approved
- ❖ Division of Building Safety Plumbing Bureau – Schedule C Addendum of Master Service Level Agreement for plumbing license renewal signed and approved.
- ❖ Idaho State Tax Commission – Schedule A Addendum of Master Service Level Agreement signed and approved.
- ❖ Local Highway Technical Assistance Council – Schedule B Addendum of Master Service Level Agreement for web hosting. Agreement signed and approved.
- ❖ Idaho Department of Insurance – Schedule A Addendum of Master Service Level Agreement. Agreement signed and approved.
- ❖ Idaho Real Estate Commission – Schedule A Addendum 2nd amendment to Master Service Level Agreement. Agreement signed and approved.
- ❖ Idaho Department of Transportation – Memorandum of Understanding Agreement. Agreement signed and approved.
- ❖ Idaho Department of Finance – Schedule A Addendum of Master Service Level Agreement. Agreement signed and approved.
- ❖ South Central District Health – Schedule A Addendum of Master Service Level Agreement signed and approved.
- ❖ Idaho Department of Transportation – Addendum C to original SLA for commercial trip permits signed and approved.
- ❖ Idaho Real Estate Commission – Schedule B Addendum of Master Service Level Agreement. Signed and approved.
- ❖ Idaho Rangeland Resource Commission – Schedule A Addendum of Master Service Level Agreement. Signed and approved.
- ❖ Idaho Department of Corrections – Schedule A Addendum of Master Service Level Agreement. Signed and approved.
- ❖ Idaho Department of Commerce – Schedule A Addendum of Master Service Level Agreement signed and approved.
- ❖ Idaho Department of Transportation – Schedule D Addendum to original SLA for Hazardous Material Endorsements. Agreement signed and approved.
- ❖ Idaho Department of Transportation – Amendment to Addendum A to original SLA for Motor Vehicle Records. Agreement signed and approved.
- ❖ Idaho State Tax Commission – Schedule C Addendum to original SLA for IFTA Tax Filing Application. Agreement signed and approved.
- ❖ Idaho Real Estate Commission – 1st Amendment to Addendum B of original SLA. Agreement signed and approved.

- ❖ Idaho Board of Veterinary Medicine – Schedule A Addendum of Master Service Level Agreement signed and approved.
- ❖ Idaho Board of Education – Schedule A Addendum of Master Service Level Agreement signed and approved.
- ❖ Idaho Department of Water Resources – Schedule A Addendum of Master Service Level Agreement signed and approved.
- ❖ Idaho Bureau of Occupational Licensing – Schedule A Addendum of Master Service Level Sent to Committee for approval.

❖ IN CLOSING



The Portal will continue to expand its services and market Idaho e-government through association newsletters, media contacts and direct mail campaigns. Our mission is to work hard to ensure Idaho secures its place as a leader in electronic government.

As always if you have any question please do not hesitate to contact me.
scott@accessidaho.org

Respectfully Submitted,

Scott D. Somerhalder
Portal General Manager